



Coronavirus (COVID-19)

Briefing

Date	Friday, 29 October 2021
Purpose of briefing	The purpose of this briefing is to provide an update on how Glasgow City Health and Social Care Partnership (HSCP) is managing and responding to the impact of Coronavirus (COVID-19) on its health and social care services in Glasgow, as well as work that is being progressed around the recovery / renewal of services.
Links	<p>If you would like to view a particular service update, then click on its hyperlink:</p> <ul style="list-style-type: none"> • Primary Care & Early Intervention Services incl. Health Improvement • Children's Services • Adult Services • Public Protection & Complex Needs Services incl. Community Justice & Homelessness • Older People's Services • Carers Services • Operational Care Services • Commissioning • Resources
Background	Throughout the COVID-19 pandemic, the HSCP has had business continuity planning and governance arrangements in place to manage and respond to the impact of COVID-19 on its services and the health and social care needs of the City, as well as to plan for the recovery / renewal of services. This has been led and supported by the HSCP's Executive Group, which consists of the HSCP's most senior managers, and the HSCP continues to liaise and work in partnership with staff Trade Unions and NHS Staff Side. The HSCP also continues to link in with Glasgow City Council and NHS Greater Glasgow and Clyde planning structures.

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An updated list of open buildings and services across the HSCP is available on the HSCP's website at:

www.glasgowcity.hscp.scot/covid-19-hscp-update

Primary Care & Early Intervention Services incl. Health Improvement

- Primary Care Improvement Plan: Workstreams have been re-established for our Primary Care Improvement Plan and the implementation of major changes in general practice is continuing. Regular bulletins and additional information are available on our HSCP's website at our [Primary Care and Improvement Plan page](#).
- Listening and Learning sessions: Following the positive response to the sessions held in the spring of this year, we are once again holding these MS Teams drop-in sessions for HSCP and practice staff – future dates are 9 November, 25 November, 7 December and 13 January, all at 12:30 until 1:30pm. They offer an opportunity to hear about developments in Primary Care and to share ideas and raise issues. If you need any further information, please contact ggc.glasgowcityprimarycare@ggc.scot.nhs.uk.
- Public engagement event: At the end of September, we contributed to an MS Teams meeting for patients, partners and the third sector, focussed on Primary Care. Updates were provided on the Primary Care Improvement Plan, and also on specific changes and developments in General Practice, Optometry and Community Pharmacy services, and in relation to the vaccination programme. The event was well attended, with some 40 participants from outwith the HSCP dialling in. The format of the meeting also enabled discussion and questions – it was positive to be able to discuss some of the current issues, including the impact of the COVID-19 pandemic, with service users.
- Compassionate Distress Response Service (CDRS): The service was introduced to Glasgow City in May 2020. The service, delivered by Glasgow Association for Mental Health, supports people to manage distress at their point of crisis and afterwards. Provided initially for first responders working in the out of hours period, CDRS was extended to provide a daytime service for general practice referrals and last month launched a new, enhanced pathway for young people. Over 3,500 people have engaged with CDRS; and evaluation of the service is now underway. The implementation of the service has been timely in light of the increased number of mental health presentations to services relating to the challenges of lockdown and consequences of the pandemic.
- Community Treatment and Care (CTAC): CTAC staff have shown great resilience through the pandemic and continued to provide care for the population of Glasgow. Treatment Rooms continue to deliver increased interventions and are

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	<p>open to all GP Practices in the city. All clinics offer comprehensive leg ulcer care including Doppler assessments. We plan to roll out patient self-referral access to Ear Care clinics in the near future, when Microsuction and ear irrigation will be available across all sectors. The Phlebotomy Service continues to have high demand within both clinics and the domiciliary service, undertaking in excess of 4,000 appointments per week.</p> <p style="text-align: right;">Back to top</p>
Children's Services	<ul style="list-style-type: none">• Home visits / contacts continue to support children, young people and families in distress and with the ongoing challenges of COVID-19.• The IJB approved additional funding to support the mental health needs of children and young people around early help and prevention.• The IJB also approved additional Winter Social Protection fund payments to families in the city to mitigate against the current financial challenges.• Families are responding to a questionnaire to highlight how they used the previous payment of £400 per child; further report to follow.• The Core Leadership / Service Managers are adapting the Scottish Government's Winter Planning arrangements to align that with the challenges for children and families.• All managers will retain a focus on building capacity, staff health and well-being, maintaining the flow of support and improving outcomes.• Local briefings to frontline staff have concluded around the implementation of the Family Support Strategy and Tender.• Specialist Children Services continue to work with great endeavour and intensity to respond to the increase demand for support and the pressure of waiting times post the disruption of the pandemic.• Children's Services and key stakeholders are also coordinating a response to the Scottish Government's consultation on the National Care Service; all staff are encouraged to review, reflect and engage in the report and consultation within teams and with colleagues. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• Recovery planning continues across all Adult Services in line with established governance arrangements and guidelines. We are progressing with the restart of services wherever this is possible, ensuring appropriate measures are in place for the safety of patients, service users and staff. We continue to work closely with other HSCP services to arrive at a shared understanding of accommodation needs and priorities and the output from this will inform

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	<p>decision-making on when it may be possible to increase the number of building-based services.</p> <ul style="list-style-type: none">• Contingency measures are in place within Adult Services to manage disruptions to services affected by the forthcoming COP26 climate change conference. This mainly affects services in and around the conference event in North West Locality although, due to some main road closures, may also impact on those travelling to services elsewhere in the City. However, our service leads have worked hard to ensure any anticipated disruption is kept to a minimum.• Thank you again to all staff participating in regular Lateral Flow Testing (LFT). We are in the process of changing over to a new type of lateral flow device (Orient Gene 7s kits). Social Care staff have already started to be provided with these new kits and Health Care staff will be moving to the new kits once stock levels of existing kits have been depleted. We encourage staff who have not yet participated in LFT to speak with their line manager about how to access a testing kit, as well as the supporting guidance. <p style="text-align: right;">Back to top</p>
<p>Public Protection & Complex Needs Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Community Justice (Citywide): Court reports continue to be requested for the two-week period of COP26 so planning ongoing for interviewing service users and to ensure continued service (face-to-face contact) for high risk / vulnerable clients. Contingency plans are in place for duration of COP26 and these will continue to be reviewed and monitored.• Complex Needs & Asylum Health Team: Review taking place of mental health element with the team to support improvement and developments.• Temporary Accommodation (Homelessness): Services continue to meet demand with no HL3 breaches being recorded. Planning continues for COP26.• Out of Hours / NORM / Social Care Direct: Out of Hours services continue to be very busy. Appropriate Adults now recruited and have received training and we hope to have them start as soon as possible. Planning underway for COP26.• Community Homelessness and Centre: Work ongoing within the Housing First Team and planning underway to move into next phase at Asylum and Refugee Support Team. Currently focused on preparation for COP26. All teams are implementing mitigation plans. Service working with partners to develop the Tenancy Grant Fund. Proposals should be developed over next few weeks setting out how the scheme will operate. <p style="text-align: right;">Back to top</p>

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Older People's Services	<ul style="list-style-type: none">• A 'Discharge to Assess' approach has been established to allow assessment outwith the hospital setting and free up hospital beds. This enables someone to have an initial screening of needs in hospital and, where appropriate, be discharged to a care home where the full assessment can take place.• The Community Support Project to support people at home with dementia now has a service within each area. This service helps maintain people within their own homes and support carers.• Transforming Nursing Roles Steering Group continues with a variety of subgroups stemming from it. One workstream, Workforce Planning, has seen a major recruitment drive with an additional training programme for District Nurses, which sees us developing new practitioners with the aim to ensure we have career progression and that we work towards growing a sustainable workforce. As part of this work we are testing a complexity tool that will assist us with managing our workloads and ensure we support our complex patients with the right care and that we work towards admission avoidance.• Older People Community Mental Health Team continues to note significant numbers of urgent referrals.• SPHERE Bladder and Bowel Service continues to provide specialist nursing and physiotherapy interventions across the Board using telephone, Attend Anywhere and face-to-face consultations where indicated.• Home Enteral Feeding Nursing Service continues to provide Board-wide support to housebound patients dependent on enteral feeding. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• Glasgow City HSCP is undertaking a review of the Adult and Young Carer Strategies. You can contribute to the review by completing a survey, which will be open until 28 November 2021.• Our HSCP is fully committed to delivering the best outcomes for unpaid carers and the person they care for.• All unpaid carers looking after someone resident in Glasgow are eligible for carer support with a universal offer of information and advice for all as a minimum.• Carer Aware briefings are available for HSCP workforce to learn more about identifying, involving and supporting unpaid carers.• Please bookmark Your Support Your Way Glasgow 'Are You Looking After Someone' for the most up to date information about unpaid carers.

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	<ul style="list-style-type: none">• Glasgow Carers Partnership offers support for adult and young carers aiming to identify and support unpaid carers as early as possible in their caring journey.• Unpaid Carers can be signposted for support and information to the online carer self-referral or the Carers Information Line 0141 353 6504. <p style="text-align: right;">Back to top</p>
Operational Care Services	<ul style="list-style-type: none">• Older People's Residential Services continue to deliver high quality care and support to over 530 residents across five sites.• Victoria Gardens Care Home received very positive feedback following recent inspection by the Care Inspectorate, attaining grades of Good and Very Good.• We are currently reviewing our business continuity plans in preparation for the Winter months, focusing on staffing, travel, weather, and COVID-19 / Flu.• Older People's Residential has been challenged by sector-wide staff shortages, as staff continue to follow the Public Health Scotland guidance for self-isolation following contact tracing.• Following a brief suspension of services, we have now reopened four Day Care Services, with a planned reopening of our remaining six Day Care Services on 1 November.• We continue to focus on staff wellbeing, supporting those affected by the impact of COVID-19.• We are currently engaged in significant internal and external recruitment activities, including recent jobs fair at Hampden Stadium.• Older People's Residential Services continues to follow Public Health Scotland guidance on the use of PPE and weekly testing, and continue to work closely with our health colleagues to safely support staff back to work following COVID-related absences.• We are reviewing and planning business continuity processes to mitigate any disruption to Older People's Residential and Day Care Services throughout the city during the upcoming COP26 Climate Summit, including liaising closely with families and stakeholders.• Older People's Residential is also currently coordinating service-specific vaccination clinics, providing support to our colleagues to receive their annual Flu vaccination and COVID-19 booster vaccination.• Care Services is delivering a consistent level of service and have, once again, undertaken over 89,000 visits this week, sustaining delivery of care and support to approximately 4,800 service users. Community Alarm Services has been supporting 9,500 service users, responding to those at risk and who need support.

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	<ul style="list-style-type: none">• Care Services is however having to closely manage staffing pressures as staff continue to follow Public Health Scotland guidance for self-isolation following contact tracing.• Care Services continues to follow Public Health Scotland guidance on the use of PPE and weekly testing, to ensure that despite easing of restrictions we continue to drive down community transmission.• We are reviewing and planning business continuity processes to mitigate any disruption to Care Services during the future COP26 Summit that will be hosted in Glasgow.• Care Services has been celebrating our 'centenarian' service users with socially distant tea parties. We would normally have held these in the Kelvingrove Art Gallery; however, COVID-19 has restricted this.• Care Services encourage staff to make appointments for their annual Flu vaccination and COVID-19 booster vaccination.• Care Services is ensuring that winter planning is well underway to deal with predicted challenges with weather, flu and COVID-19 over the winter period.• Commissioning continues to work alongside all partner providers in both routine contract management activity and Covid-related requirements.• Strong multi-agency working continues to support our work with commissioned services.• We worked to support the planned closure of one care home.• Recent recruitment within commissioning is welcomed and further round underway to fill vacant posts. <p style="text-align: right;">Back to top</p>
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Resources	<ul style="list-style-type: none">• The Social Care PPE Hub continues to provide PPE to all Glasgow City social care services, private and Local Authority, carers (paid and unpaid) and personal assistants.• The Hub continues the distribution of the Lateral Flow Testing kits to all eligible HSCP staff, Personal Assistants, Adult Day Services and Housing Support across the city.

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- EquipU Services continues to offer full service delivery to all partners.
- Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.
- Our Organisational Development team has offered HSCP staff an opportunity to participate in virtual coaching sessions several times over the past year. The response is always good and this year, the number of requests are higher than ever. The team is doing their best to fit everyone in and to make time for them as soon as possible.
- Communications support continues to be provided for the HSCP's COVID-19 service contingency and recovery planning arrangements, including regular briefings and personal video messages from the HSCP's Senior Management Team. [Up-to-date HSCP COVID-19 communications](#) are available on the HSCP's website.

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For the most up to date advice and guidance on COVID-19 visit:

www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19

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